

Frequently asked questions

Q. How do I book a motorhome with CSE Hire?

A. You have a few options here, you can give us a call 01348 875587 or send us an email info@csehire.co.uk If you just want to check availability, have a look at our availability calendar on the availability section of the website.

Q. Who can drive a motorhome?

A. Basically, if you've held a full UK drivers' licence for more than 2 years, and you're over 25 years of age but under 70 years of age you can drive a motorhome. If you have penalty points on your licence, we may still be able to cover you on our insurance policy, it all depends on the number of points and what they're for, if they are BA, DD or UT codes it is unlikely that we'll be able to get you covered. We will need you to send us your driver's licence details via the DVLA website, <https://www.gov.uk/view-driving-licence>. Our policy will cover one driver, however, should you wish to share the driving, we can add additional drivers for an extra charge, but will need the same information from DVLA. If you hold a non-UK driver licence, we may still be able to insure you but will possibly need additional information for our insurers and there may be additional costs.

Q. What information do I have to give you and is it confidential?

A. We will need you to provide us with proof of who you are and that you have a UK/EU based residential address. We'll need two forms of proof, these can be utility bills, bank statements/credit card statements, or TV/internet/landline telephone bills (subscription to magazines or clubs are not accepted) HMRC and DWP documentation are also acceptable but they do need to be recent, we can't accept anything older than 90 days. All information provided by yourselves is treated with the utmost care and privacy; (please view our privacy law statement on the website) we only share your details with our insurers who need your information to be able to cover you on the insurance for the motorhome and

relevant authorities in the event of motoring fines and accidents. If you have any medical conditions that you are currently receiving treatment for such as heart conditions, diabetes or any mental/physical conditions you must declare it when booking, if you are still covered by your own vehicle insurance, and the DVLA deem you to be fit to drive then it shouldn't be an issue, but we will need to inform our insurers who will have the final say.

On collection or within 21 days prior to collection we'll need you to send us your DVLA check code, one for each driver, this can be obtained by accessing the DVLA website at <https://www.gov.uk/view-driving-licence> you'll need your National Insurance number, drivers' licence number and your post code to generate the code that we'll need to confirm your licence status.

Q. What are your charges for hiring?

A. It all depends on the size of motorhome and the time of year you choose, if you have a look on the page for each motorhome all the prices will be available there.

Q. Is there an age limit for children and do you supply child seats?

A. We don't have a minimum age limit for children, but you'll need to bring your own child seat as we don't supply them. None of our current motorhomes have Isofix fittings for child seats, so you'll need a child seat that can be fitted to an existing seatbelt. Due to the height of the dropdown beds, we would advise against allowing children under 3 years of age to sleep on their own in them.

Q. What's the minimum hire period?

A. During high season we offer hire for 7 days as a minimum, but during low season we're happy to offer short breaks of 3 days and upwards.

Q. Can I take the motorhome abroad?

A. Yes, of course, we will need to know where you plan to travel so we can arrange vehicle insurance and breakdown cover, there is a small charge for this. If you're planning on going by ferry, we can advise you as to the length and registration details of the motorhome as the ferry company will need these details. We'll also supply you with the extra bits of kit you'll need such a green card (proof of insurance) GB sticker, headlamp beam converters, warning triangle, high visibility jacket, an NF (French standard) approved breathalyser kit and a first aid kit.

COVID-19: Please note that during the Covid-19 pandemic we are unable to permit our motorhomes to travel outside mainland UK.

Q. Can I park up and stay overnight anywhere in the UK?

A. The short answer is no. If you park up somewhere off the beaten track you could be trespassing on private land, 'wild camping' is currently against the law in England and Wales, the law is different for Scotland which does allow 'wild camping' in certain areas, please always check first before you park up unless you have direct permission of the land owner.

Lay-bys and public car parks are different, there is no specific law which makes it illegal to sleep in a motorhome in a lay-by but that's not to say you won't get woken up by the police asking you to move on! Public car parks are operated by local authorities, which are normally covered by Traffic Regulation Orders which prohibit camping, always read the signage on entering a car park before brewing up a cuppa or bedding down for the night.

In your motorhome you'll find a copy of 'The Brit Stops guide' which has loads of places you can stay overnight for one night free of charge, alternatively, we are members The Camping and Caravanning Club Privilege Scheme which offers discounts for stays at hundreds of UK camp sites. Our advice is, always book ahead and don't leave it to chance.

Q. What happens if I have an accident or breakdown?

A. Firstly, don't panic, that's why you have insurance. Make sure you exchange details with any other parties involved in the collision. If the police are required at the scene, make sure you get a reference number from them. Contact our office as soon as possible so that we can make any arrangements to have the motorhome recovered and organise repairs, you'll also need to fill in our accident form which is in the glovebox. If you breakdown call the breakdown provider, the number will be given to you in your welcome pack and then call us to let us know as we'll need to authorise any repair work that needs to be carried out. You may be liable for the excess costs so please read our terms and conditions prior to booking.

Q. What happens if I get locked out or lose my key?

A. Call us immediately, we can arrange for the breakdown provider to assist you or in the event of lost keys, we'll need to get new keys to you, but please remember there is a charge for lost keys.

Q. Do motorhomes have facilities for washing and cooking?

A. Yes they do, all our motorhomes come with a compact kitchen which has a gas hob with oven and grill, and fridge with freezer compartment (handy for making ice for

your drinks) the cooking areas aren't massive, but you can still whip up a decent meal from them. All motorhomes have washing facilities, both showers and toilets in different formats, check the specification layout on the website to see which would suit your needs best.

Q. How does everything work, do they have plugs so I can charge my devices?

A. We'll show you how to use everything when you collect your motorhome, it's all quite easy, and if you have any issues using anything, there's a full operational manual in each motorhome, failing that, just give us a call and we'll talk you through it. All motorhomes have plugs (limited in number) and USB sockets, please be aware that the sockets will only work when you're hooked up to mains electricity, please note that hook ups on camp sites are not usually available at the full 13 amps that you would normally get at home, so we would advise against using hair dryers or kettles as they may well start tripping the fuses. If you can't survive without your "essential" electricals, it's worth bringing your own 12 volt or USB rechargeable versions.

COVID-19: During the pandemic all handovers will be done remotely via video or zoom.

Q. I've never driven a motorhome before, is it difficult?

A. Overall, it shouldn't be much different to driving a large car or 4x4. Our motorhomes are all based around vans, so the cabs are quite high up with good driving positions and they have large wing mirrors and reversing cameras allowing you to see directly behind you when reversing, but if you're in any doubt about reversing, get out and have a look or ask someone to see you back. It also depends on what you used to driving, if you've only ever driven a small car then you may want to take it somewhere quiet to start with until you get used to the size. Your motorhome will have a sticker on the dashboard so you'll know the height, width and length of your motorhome (in metric and imperial) before you go under that bridge that's too low or down that track that says 'unsuitable for large vehicles'. Always take extra care when driving in rural areas, remember to look up as well as around you for low overhanging trees or cliffs.

Q. Should I take my bike with me and do you have bike racks?

A. Absolutely you should, if you enjoy riding your bike at home then why would you not want to take it away with you? Most of our motorhomes have bike racks as standard but it's always worth checking first before you book.

Q. What do you provide me with in the motorhome.

A. You'll find most things available for your use in the motorhome, the kitchen will be kitted with plates, bowls, cutlery, glasses, cooking utensils and pots and pans. There are also all the usual bits such as a whistling kettle, cafetière, corkscrew/bottle opener (most important bit of kit) we do supply a welcome pack which has tea, coffee, milk and bottled water, a full inventory of kitchen items available for your use can be found on the details for your chosen motorhome. We'll send you off with a full tank of fuel (please return it that way) two gas bottles one full and one part used, all you need for your electric hook up and water fill up, levelling ramps and a spirit level (nothing worse than trying to sleep in a wonky motorhome) outside table and chairs and toilet paper and all the chemicals you need for your toilet, again, please see the inventory list for your preferred motorhome. We offer a bedding and towel service if you would like to hire your bedding and towels let us know, each bed has a mattress topper that is changed between each hire so you won't be sleeping on the same surface as the previous occupant.

All motorhomes are fitted with a 6KW combined + electric/gas heating and hot water system, fridge with freezer box (220v,12v & gas operated), gas oven with grill, 3 burner gas hob, fire alarm, carbon monoxide detector, first aid kit, flat screen TV/DVD player.

COVID-19: Please note that during the pandemic we are unable to supply you with bedding and towels, all mattress toppers are washed on a medical cycle (as is standard practice) in our industrial washing machine and left in a protective bag for you to put on the beds and all your sanitised kitchen equipment will be supplied in boxes for you to put away yourselves.

Q. What happens if I break something inside the motorhome?

A. Accidents happen and things get broken, motorhome living is quite simple and most items we provide you with are either melamine (plates, bowls and dishes) or polycarbonate (glassware) so are fairly difficult to break, but some items within the living areas are lightweight, such as the window blinds and fly screens, so we would ask you to operate these with reasonable care. We would also ask that you supervise children inside the motorhome and not allow them to jump on beds or operate the drop-down beds unattended. Don't drive off with your windows or roof vents open as they may well get blown off! We do charge for replacement costs and fitting; this would be deducted from your security deposit.

Q. What should I take with me?

A. Your clothes, wet weather gear (you can't always guarantee the British weather) and some suitable footwear for the shower blocks on camp sites. You'll need to stock your fridge and cupboards with food, we do have a complimentary pack that includes tea, coffee, milk and bottled water in your motorhome to get you going, but the rest is up to you. Always remember to pack light, there is a weight limit on each motorhome so if you plan on taking the contents of your home you may be over the maximum laden weight.

Q. What's the return process and what do I need to do?

A. All motorhomes must be returned by 11am so that we can clean them and get them ready for the next hirer to collect, if you turn up late you could spoil someone else's holiday, we do charge for late returns, unless you have made a prior arrangement with ourselves. Please ensure that you have emptied out the fridge and cupboards and left all areas in a clean state, the grey water tank must be empty and toilet cassette MUST be emptied and rinsed out. To refill with fuel the nearest filling station to us is Pendre Garage, please use the pump nearest to road as there are height restrictions.

COVID-19: Please ensure that you clean all surfaces prior to dropping your motorhome back to us and that the toilet cassette is empty and rinsed out, place all cutlery, crockery and any kitchen items back in the boxes that they were supplied in and the mattress protectors back in their bags, this is for our safety so that we can quarantine the items prior to washing.